

**SONY®**

**PCS-G50**

**PCS-G70**

Video Communication System

Frequently Asked Questions (FAQ)

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## SALES FAQ

*Q. When were PCS-G50/G70 systems released?*

**A.** PCS-G70N (camera bundle model) was released in October 2004. The model was then changed to PCS-G70S (codec only) and released in February 2005.

PCS-G50 (camera and microphone bundle model) was released in June 2005.

*Q. What is the pricing?*

**A.** PCS-G70S MSRP is \$8,200. PCS-G50 MSRP is \$5,800.

IP and ISDN multipoint software are optional accessories and are each priced at MSRP \$2,100.

Other optional items are available: Data solution box, ISDN I/F boxes, cameras, microphones, and stands.

*Q. Where can I buy PCS-G50/G70?*

**A.** Contact your local authorized Sony videoconferencing dealer, or visit <http://www.sony.com/videoconference> to find a list of conferencing specialists.

*Q. Where can I see a product demo?*

**A.** Sony has IPELA product line show rooms in: New York, Washington DC, and San Diego, California, and demo rooms in New Jersey, Chicago, and San Jose, California.

Please contact your Sony representative for more information.

*Q. Where can I call for an interactive live demonstration?*

**A.** You can call the Sony Videoconference Demonstration Site, staffed by a demonstrator on a public IP. Call Kelly at 765-436-7822 to schedule an appointment.

*Q. Can I buy the remote commander for PCS-G50/G70?*

**A.** Yes. Sony offers the remote commander (PCS-RG70) as service part number 1-479-113-41 from <http://www.sony.com/partplus>.

*Q. Where can I get PCS-G50/G70-related documents?*

**A.** Download PCS-G50/G70 product related documents (such as operating instructions, quick reference guides, system integration manuals, white papers, and brochures) from:

<http://www.sony.com/videoconference>

## PRODUCT SUPPORT FAQ

*Q. Who can I contact for product support?*

**A.** Call Sony's Product Operation Support Center (POSC) at:  
800-883-6817 Option 2, 3  
Hours of operation: Monday–Friday 8:30am–8:00pm EST  
Email: bis.product.support@am.sony.com

*Q. What kinds of Service Programs are available for PCS-G50/G70?*

**A.** The standard warranty is one year parts and one year labor.

Sony offers three different types of extended warranty:

SupportNET OnsitePLUS

DepotPLUS

Advanced Exchange programs

For details, see the Professional Services web site at:

[http://bssc.sel.sony.com/BroadcastandBusiness/markets/10018/market\\_10018.shtml](http://bssc.sel.sony.com/BroadcastandBusiness/markets/10018/market_10018.shtml)

*Q. I would like to do a test call. Where can I call?*

**A.** Call Sony's Product Operation Support Center (POSC) at:  
800-883-6817 Option 2, 3  
Hours of operation: Monday–Friday 8:30am–8:00pm EST  
POSC's video numbers are:  
IP: 65.196.27.201  
ISDN: 201-833-2188

*Q. Where can I get the latest software for PCS-G50/G70?*

**A.** Download the latest software from:

<http://www.sony.com/videoconference>

Use a memory stick (128 MB or greater) to upgrade the system or use remote upgrade software on a PC.

Refer to the release notes for a list of new features and program improvements.

*Q. What size of memory stick is required for software upgrades?*

**A.** 128 MB or greater.



## GENERAL PRODUCT FAQ

**Q.** Does PCS-G50/G70 include microphones and cameras?

**A.** PCS-G50 is bundled with a camera and microphone and contains the following components: Communication terminal, camera unit, remote commander, AC power adaptor, tabletop microphone, and cables.

PCS-G70S is a codec only model (without a camera and microphone) and contains the following components: Communication terminal, remote commander, AC power adaptor, and cables.

The systems do not include: RGB cable, LAN cable, or memory Stick. Refer to the operating instructions for a complete list of system components.

**Q.** What are the key differences between PCS-G70 and PCS-G50?

**A.** PCS-G70 supports the following functions: 5-monitor output in multipoint conference, dual video stream, split screen image sending, tracking camera. PCS-G70S is a codec only model. PCS-G50 is bundled with a camera and microphone.

**Q.** What are the key differences between PCS-G50 and PCS-1?

**A.** PCS-G50 supports a maximum IP of 4 Mbps and supports the following functions: 4CIF video transmission, H.264 and MPEG4 AAC on multipoint call, terminal name display, speed matching between ISDN and IP calls, audio visual recording to memory stick, and streaming. PCS-G50 supports ISDN PRI (1.5 Mbps).

PCS-1 supports a maximum IP of 2 Mbps.

**Q.** Can I mount PCS-G50/G70 to a 19" rack?

**A.** Yes. Rack mount kits are available from:

Middle Atlantic Products  
5 North Corporate Drive, Riverdale, NJ 07457  
Tel: 800-266-7225  
Fax: 800-971-7577  
<http://www.middleatlantic.com>

**Q.** How does UPnP operate on PCS-G50/G70?

**A.** PCS-G50/G70 supports UPnP (Universal Plug and Play) for automatic global IP addresses set behind NAT and automatic port forwarding set on the router.

Refer to the *UPnP technical guide* available from:

<http://www.sony.com/videoconference>

**Q.** *Can I make calls to other brands of equipment?*

**A.** Yes. Sony supports open standards for visual communications and participates in the ITU and other standards-setting bodies. All the equipment is designed and tested for compliance with approved video standards, such as ITU-T H.264 and H.239 dual stream.

Refer to the software release notes for a list of equipment interoperability. The release notes are available from:

<http://www.sony.com/videoconference>

**Q.** *How long can I record a conference to a memory stick?*

**A.** Recording time depends on the bandwidth setting and the size of the memory stick. For example, you can record approximately five hours at 128 Kbps video and 64 Kbps audio to a 1 GB memory stick.

**Q.** *Does PCS-G50/G70 support CDR?*

**A.** Yes, both PCS-G50 and PCS-G70 support CDR (Call Detail Record). You can access CDR from the Web interface. You can also save the CDR to a memory stick by using the service menu or get the CDR via FTP.

Contact your Sony representative for more information on how to use the service menu and FTP commands.

**Q.** *How does FEC operate for QoS?*

**A.** PCS-G50/G70 employs an FEC (Forward Error Correction) function, which corrects errors in transmission at the receiving end. If a transmission error occurs, the system can repair the data and accurately reproduce the original audio and video.

**Q.** *Does the PCS-G50/G70 support H.235 encryption standard?*

**A.** Yes, both PCS-G50 and PCS-G70 support H.235 standard base encryption, which utilizes 128-bit AES (Advanced Encryption Standard) for IP connections and H.234/H.233 standard encryption for ISDN connections. In addition, the systems support Sony proprietary encryption for IP connections, which requires manual input of a password to attend the conference.

## SETTINGS AND COMMUNICATION FAQ

**Q.** *Can I access PCS-G50/G70 via the Web?*

**A.** Yes. Type in the PCS-G50/G70 IP address on your Web browser, and enter your username (sonypcs) and password (Administrator password, default empty).

**Q.** *Does PCS-G50/G70 support ISDN PRI I/F?*

**A.** Yes, both PCS-G50 and G70 support ISDN PRI I/F (E1: 2 Mbps, T1: 1.5 Mbps) in addition to ISDN BRI (384 Kbps or 768 Kbps) I/F.

**Q.** *What port numbers are used for PCS-G50/G70?*

**A.** Point-to-point connection: TCP: 1720, TCP: 2253-2255,  
UDP: 49152-49159

Multipoint connection: TCP: 1720, TCP: 2253-2263,  
UDP: 49152-49239

Refer to the operating instructions (Appendix—Specifications) for details.

**Q.** *What port numbers are used for networking functions?*

**A.** FTP: 21

Telnet: 23

HTTP: 80

SNMP: 161

Gatekeeper: 1718 and 1719

Streaming: 49500 and 49501

**Q.** *Can I set up a password for streaming?*

**A.** Yes.

**Q.** *How many people can view streaming from PCS-G50/G70?*

**A.** Both PCS-G50 and PCS-G70 support multicast streaming, and an unlimited number of people can view audiovisual streaming data from PCS-G50/G70 by using Apple QuickTime player on the PC.

**Q.** *Does PCS-G50/G70 support SIP?*

**A.** Yes. Both PCS-G50 and PCS-G70 support SIP (Session Initiation Protocol) with optional SIP software (PCSA-SP1). The software has not yet been released in the U.S. It has been tested with the NEC SV7000 SIP server.

**Q.** *Does PCS-G50/G70 support SCCP (Cisco Skinny Client Control Protocol)?*

**A.** No, PCS-G50 and PCS-G70 do not support SCCP. PCS-1/TL50/TL30 support SCCP for Cisco CallManager.

**Q.** *What is the control API for the PCS-G50/G70 system.*

**A.** Download the control API from:

<http://www.sony.com/videoconference>

You can control the system from a touch panel controller (such as Crestron, AMX) via RS-232C or Telnet.

**Q.** *How do I use the IR repeater?*

**A.** Use the IR repeater to power on the Sony TV and change video input to Video-1. Select IR repeater mode in the general setup menu (Mode1 or Mode2 for NTSC TVs).

You can also use the IR repeater to power on Sony projectors. Enter the PROJ command on the service command entry. Refer to the release notes for details.

**Q.** *Where do I connect the IR receiver?*

**A.** Connect the IR receiver to the Control-S terminal on the back of the communication terminal or the camera conversion adaptor. If you connect it to the Control-S terminal, the IR receiver inside the PCSA-CG70 or PCSA-CTG70 cameras are invalid.

**Q.** *How do I use the conversion cable?*

**A.** Connect the video conversion cable to the video AUX input terminal.

Connect the RCA video cable to the communication terminal.

Connect the S-Video cable directly to the video AUX input terminal.

## CAMERA FAQ

**Q.** *Does PCS-G50/G70 support tracking cameras?*

**A.** PCS-G70 supports the PCSA-CTG70 tracking camera; however, PCS-G50 does not support a tracking camera.

**Q.** *What modes does the tracking camera support?*

**A.** The PCSA-CTG70 tracking camera uses voice activate and face recognition technologies, and supports three different modes: Speaker tracking mode, Next face centering mode, and Presenter mode.

**Q.** *What is the furthest distance that the camera can be installed from the codec unit?*

**A.** The Sony camera cable can be extended to a maximum of 10m (32.8 ft).

Sony offers optional camera cables of 7m (22.9 ft) (PCSA-CG70C7M) and extension cables of a maximum of 10m (32.8 ft) (PCSA-CG70 and PCSA-CTG70).

**Q.** *Does the system support 16:9 3CCD cameras?*

**A.** Yes. Both PCS-G50 and PCS-G70 support the BRC-300 camera, which can be switched between 4:3 normal mode and 16:9 widescreen mode.

**Q.** *Can I connect multiple cameras to PCS-G50/G70?*

**A.** Yes.

PCS-G50 allows you to connect a second EVI/BRC camera while still maintaining control of both cameras. Currently supported cameras include: EVI-D30, EVI-D70, EVI-D100, and BRC-300.

PCS-G70 supports one PCSA-CTG70 tracking camera and one PCSA-CG70 standard camera, or two PCSA-CG70 standard cameras, or up to four EVI/BRC cameras.

**Q.** *What cable do I use when connecting an external EVI/BRC type camera and where can I get one?*

**A.** Sony offers the VISCA control cable (RC-815, 8pin 15m) as a sales item. Contact your sales representative for pricing. You can also order a 3m cable as service part number 1-590-879-31 from:

<http://www.sony.com/partsplus>

**Q.** *How do I connect BRC-300 to the PCS-G50/G70 system?*

**A.** Connect the BRC-300 (3CCD PTZ) camera via a camera conversion adapter. Two conversion adapters come with PCS-G70S.

Sony offers the conversion adapter as service part number 1-818-794-11 from:

<http://www.sony.com/partsplus>

**Q.** *How do I use the short VISCA converter cable?*

**A.** Connect from the first PCSA-CG70 or PCSA-CTG70 camera to the second EVI/BRC camera via a short VISCA Converter cable and a VISCA cable (RC-815).

**Q.** *Can the camera be inverted?*

**A.** No. PCSA-CG70 and PCSA-CTG70 cannot be inverted; however, EVI-D70 and BRC-300 can be mounted inverted.

**Q.** *How do I change the target of the camera control (Far/Near)?*

**A.** Press and hold the FAR/NEAR button on the remote commander, and PCS-G50/G70 changes the target of the camera control (Far/Near).

## DSB FAQ

**Q.** *How long is the PCSA-DSB1S (XGA + Video Dual Stream) cable?*

**A.** A maximum length of 10m (32.8ft). You can use a long RGB cable so that the DSB box can be placed in the cabinet or rack together with the communication terminal. You can still start/stop presentations and switch input-A/input-B from the remote commander.

**Q.** *Can I start a DSB presentation from the remote commander?*

**A.** Yes, you can start and stop a DSB presentation from the remote commander (press Enter during the call). In addition, you can switch input-A and input-B from the remote commander (press Input Select).

**Q.** *What is the maximum frame rate of the XGA data via PCSA-DSB1S?*

**A.** 5 fps if the far end site uses a PCSA-DSB1S as RGB output, and 1 fps if not. The actual frame rate depends on the connection bandwidth and complexity of the XGA data.

**Q.** *Can PCS-G50/G70 display video and data together on a single monitor?*

**A.** No. PCS-G50/G70 can display video on the main monitor and data on a sub monitor or projector. If you have a single monitor, you can switch video and data by pressing the Display button on the remote commander. You cannot view video in the PinP screen while viewing data on a single screen.

**Q.** Does the PCS-G50/G70 support H.239 dual stream standard?

**A.** Yes, both PCS-G50 and PCS-G70 support H.239 standard and can send dual stream data (video and XGA presentation) together during the conference. In addition, PCS-G70 supports dual video (main video and sub video) between PCS-G70 systems.

## MCU FAQ

**Q.** How many sites can be connected with the built-in multipoint function?

**A.** You can connect up to five remote sites (total of six sites) including IP, ISDN, and ISDN telephone. By connecting two IP multipoint terminals as a cascade, you can connect up to ten sites in one multipoint conference.

**Q.** Does PCS-G50/G70 support Continuous Presence mode in multipoint conferences?

**A.** Yes, PCS-G50/G70 displays the split screen (four-site or six-site) as Continuous Presence mode, depending on the number of participating sites.

**Q.** How does PCS-G50/G70 use bandwidth in a multipoint conference?

**A.** Bandwidth is divided for each participating terminal: Maximum three sites at 1920 Kbps, two sites at 1280 Kbps. PCS-G50/G70 also supports Speed Matching between IP and ISDN. (For example: IP at 1 Mbps with ISDN at 384 Kbps)

**Q.** How many screen layouts does PCS-G50/G70 support in a multipoint conference?

**A.** PCS-G50/G70 supports the following screen layouts:

1. Voice Activated (Full Screen)
2. Continuous Presence 4-site (Split Screen)
3. Continuous Presence with Voice Activated six-site (Split Screen)
4. Broadcast mode from any site in the multipoint or force broadcast (Full Screen)
5. Force Broadcast with Continuous Presence in six-site mode (Split Screen)

**NOTE:** PCS-G50/G70 supports only Full Screen mode in a cascaded multipoint conference.

## MICROPHONE AND MIMIO FAQ

**Q.** *How many microphones does PCS-G50/G70 support?*

**A.** PCS-G50/G70 supports:

Two tabletop microphones (PCS-A1 Omni-directional or PCSA-A3 Uni-directional)

Five tabletop microphones when using the optional PCSA-DSB1S (Data Solution Box)

80 units echo-cancelling microphones PCSA-A7P4 to the digital interface on the communication terminal

**Q.** *How long is the optional microphone cable?*

**A.** PCS-A1: 8m (26.2 ft)

PCSA-A3: 8m (26.2 ft)

PCSA-A7P4: 8m (26.2 ft) and 1.5m (4.9 ft)

**Q.** *Can I extend the cable for the Mimio Xi whiteboard recorder?*

**A.** Yes. Use two 10 ft USB extensions in addition to the dedicated USB cable of the Mimio Xi, and connect the cable to PCS-G50/G70.

## MONITOR FAQ

**Q.** *How many displays can I connect to PCS-G50/G70?*

**A.** Up to three displays for PCS-G50, which can display far, near, and PC data on three displays.

Up to eight displays for PCS-G70, which can display far, near, PC data, and five individual far end sites in a multipoint conference.

**Q.** *Can I change the source video from 5-monitor output?*

**A.** No. PCS-G70 output is fixed to far site video from 5-monitor output in a multipoint conference (connection A, B, C, D, and E).

**Q.** *Can I view far site video and PC data together on a single screen?*

**A.** No. Far site video and PC data must be viewed on two separate displays. Far site video and near site video can be viewed in PinP.



## OPERATION FAQ

*Q. How do I edit Phonebook data on the PC?*

**A.** Use Phonebook edit software, which can be downloaded from:  
<http://www.sony.com/videoconference>  
Refer to the operation manual.

*Q. Where can I get a list of service commands?*

**A.** Service Commands are listed in the Release Notes and are available from:  
<http://www.sony.com/videoconference>

*Q. How do I check call status?*

**A.** Press 00 on the remote commander during the communication and you will be taken directly to the Communication Status page in the menus. Press 0 again to clear the menu.

*Q. How do I get to the administrator setup menu on the GUI?*

**A.** Press and hold the menu button on the remote commander for five seconds, or push the 9 button twice.  
Refer to the release notes for a list of keyboard shortcuts.

*Q. Can I customize the menu screen?*

**A.** Yes. The launcher screen of the PCS-G50/G70 can be customized from the menu settings. The background pattern can be selected from four graphic patterns.

*Q. Can the start up logo be changed?*

**A.** Yes. Detailed instructions are available from:  
<http://www.sony.com/videoconference>, "How to Change the startup logo screen"

## TROUBLESHOOTING FAQ

*Q. I cannot see near-PC images.*

**A.** PCS-G50/G70 can output far-site PC images from RGB output on the communication terminal and from RGB output on the DSB. However, near-site PC images can be output from the RGB output on the DSB only.

**Q.** *I hear echo (near audio) from the speaker.*

**A.** Connect the audio cable from Audio output, not from Mixed audio output. Mixed audio output is for VCR recording (far + near).

**Q.** *I cannot recall the Administrator password.*

**A.** You can restore the factory default setting and clear the password from the service menu as follows:

1. Press and hold Menu.
2. Move the focus to the Dial button.
3. Press 7 and 2.
4. Press Clear Setup.

**CAUTION!** This procedure will clear all setup information and restore the factory preset.